

Customer Service Information

Who do I contact if I have trouble using this site?

The help desk phone number for this site is 1-877-782-7358. You can also use the *How to User this Site* link or *Help* link on the homepage for step-by-step instructions on using the DCF Self-Service Portal.

How do I contact DCF Customer Service?

The phone number for DCF Customer Service is 1-888-369-4777.

What do I do if I forgot my username?

Click on the *Forgot User Name* link on the homepage. Follow the instructions on the screen to have your user name emailed to you. If you need additional help, you can call 1-877-782-7358.

What do I do if I forgot my password?

Click on the *Forgot Password* link on the homepage. Follow the instructions on the screen. If you need additional help, you can call 1-877-782-7358.

What is Two-Step Authentication?

Two-Step Authentication adds an additional level of security to your account by protecting it from remote attacks or other threats. A verification code will be sent to you when you log in to your account via text or email, depending on which method you chose. It is not required to use this site if you do not have an email address or phone number.

Do I have to have an e-mail address to create an account for this site?

You do not need to have an e-mail address if you want to create an account for this site. However, providing an e-mail address when you set up your account is highly recommended. We can help you reset your username through e-mail if you ever forget it. We can also use your e-mail address to notify you if you have information waiting for you in the Message Center linked to your account.

If you do not have an e-mail address, there are many free e-mail services for you to choose from. To find free e-mail services, search for *free e-mail* using an internet web browser. In addition, your local public library can help you set up an e-mail account.

How do I view my notices on this site?

You can use the Message Center to view your notices online. You must be logged into your account to access the Message Center from your homepage. Notices from the last 14 months are available.

I created an account but I cannot see any information about my case?

Your account for this site must be linked to your DCF case number. Click on the *Link My Case(s)* link under Access My Benefits on the homepage. From this link you can complete a series of questions to request access to your case.

Application and Benefit Information

Which DCF services do I qualify for?

You may complete an online self-assessment that can tell you which services you and members of your family may qualify for. The self-assessment takes only a few minutes. Click on the link under *Check Eligibility* on the homepage to begin taking the self-assessment. You do not have to be signed in or have a Self-Service Portal account to take the assessment. We will not be able to give you a final answer on what you may qualify for until after you complete an application.

Is there a helping agency that can assist me with filling out the online application for Food Assistance?

Harvesters can help explain Food Assistance guidelines, assist with the online application process and answer any other questions you may have. Contact Harvesters at 1-877-653-9522.

How can I request a paper application?

Paper applications are available at each DCF Service Center location. You can find the closest one to you by using the Office Location link on the homepage. You may also call 1-888-369-4777 and request that one be mailed to you.

How long will it take to complete an application online?

It may take 30 minutes or more to finish all the questions.

Can I save my application if I'm unable to complete it all at once?

Yes, this will prevent any information from being lost as you move through the application. Each time you click the *Save and Continue* button your application information is saved. If you exit the application before you are finished, you can return to the application by clicking the *Continue Saved Application* link under Apply for Benefits on the homepage.

If you are unable to complete the application, you can submit your application with just your name, address and e-signature. Information needed to make your application complete can be requested by DCF after you submit your application.

What information will I need to provide when I apply for services?

We may ask you to provide some or all of the following items.

If applying for Food Assistance, Cash Assistance (TANF) or Child Care:

- Proof of where you live
- Proof of age and identity
- Proof of citizenship for those who want to receive benefits
- Proof of non-citizen status for those who want to receive benefits
- Child care bills and receipts
- Proof of child support and/or alimony paid or received within the last 3 months
- Proof of income
- If self-employed, federal income tax returns, bookkeeping records
- Rent receipt/house payment (including insurance and property taxes)
- Proof of accrued or ongoing medical costs for elderly or disabled persons, such as medication, doctor bills and hospital bills
- Bank statements for checking accounts, savings accounts
- If anyone in the home is pregnant, provide verification of pregnancy with expected due date.

If applying for LIEAP you will need to provide:

- Signatures for all adults living in the residence
- Proof of Income for all adults living in the residence
- VA Award Letter if receiving Veterans Administration (VA) Benefits
- SSA/SSI Award Letter if receiving Social Security Benefits
- Pension Award Letter
- Most recent Tax Return if claiming Self-Employment
- Proof of Child Support Payments Received or a Copy of the Court Order
- Proof of Pending Disconnect
- Proof of Energy Utility Payments in the Last 3 Months (Gas, Electric, Propane, etc.)
- Proof of Rent Payments (if heating costs included in rent)
- Copy of Heating and Electric bills
- Copy of Propane or Other Heating Fuel Receipt
- Rental Agreement and/or current Housing Authority Agreement if You are in Subsidized Housing
- Immigration Status

How can I give DCF the information needed to process my application or review?

If you are logged in to this site and your case is linked to your account, you can upload documents by clicking on the *View/Upload my Documents* link under Access My Benefits on the homepage.

You can also mail or drop off copies of your information, email your information, or fax your information to your local office. The notice you received requesting information will have your local office's address, email address and fax number.

Will someone from DCF contact me after I finish my application?

Before you can get benefits, the agency may need to get proof of some of the answers you have given. You may also need to talk with a worker over the phone or in person. Your local DCF office will contact you. You should be contacted within a few days if more information is needed. If you have not heard from us within 30 days, please call DCF at 1-888-369-4777.

How long will it be before my application is processed?

Applications for food and child care assistance should not take longer than 30 days to process. Applications for cash assistance should not take longer than 45 days to process. In most cases you should hear from us much sooner than that. You may be able to get your food assistance benefits within 7 days if you qualify for expedited food assistance.

How do I find out if my application has been processed?

Click on the *View Application Status* link on the homepage. This link will not be visible until you sign into your account. You will also be notified, either through the message center or by mail, telling you if your request was approved or denied. If you have not heard from us within 30 days please call us at 1-888-369-4777.

How do I get a Kansas Benefits Card to access my benefits?

If your application for cash, food assistance, or child care is approved you will be mailed a Kansas Benefits Card. Once you receive your card in the mail, follow the instructions that are included with the card to select a PIN number and activate your card.

Since all Kansas Benefits Cards are mailed, it is important to promptly report address changes to the agency. If you do not receive your Kansas Benefits Card within a few days, need a replacement card, or want to check to see your available balance, you can contact EBT Customer Service at 1-800-997-6666.

You can also go to http://content.dcf.ks.gov/ees/keesm/appendix/v-2_ebt_handbook.pdf for more information.

What is LIEAP and can I apply for it year round?

The Low Income Energy Assistance Program (LIEAP) is a federally funded program that helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit. It is a seasonal program and is typically available during mid-December – March. You can apply for LIEAP online using this site during the LIEAP season. Please call us at 1-888-369-4777 if you have additional questions.

Renewing Benefits Online

Can I complete my Review online?

You can complete your review online if you have an active case with DCF and your online account is linked to your DCF case number. If you have a review due to renew your benefits, a link will appear on your Self-Service Portal home page when you sign into your account. Once you have submitted your review online, you will receive a confirmation number. A paper review will also be mailed to you. If you complete it online, you do not need to return the paper form.

Can I complete my Interim Report or 12 Month Report for Food Assistance online?

You can complete your Interim Report or 12 Month Report online if you have an active Food Assistance case with DCF and your online account is linked to your DCF case number. If you have an Interim Report or 12 Month Report due, a link will appear on your Self-Service Portal page when you sign into your account. Once you have submitted your Interim Report or 12 Month Report online, you will receive a confirmation number. A paper Interim Report form or 12 Month Report form will also be mailed to you. If you complete it online, you do not need to return the paper form.

Reporting Changes

How do I report a change to my case?

Changes can be reported using this site. You must be logged in, and your account must be linked to your DCF case number. To report a change to your case, click on the *Report a change* link in the Access My Benefits section of the homepage. You may also report changes over the phone by calling 1-888-369-4777 or submit a change in writing to your local office. Types of changes that can be reported using this site include changes in your:

- Contact Information
- Income
- Household Members
- Expenses
- Work and School Schedules for Child Care
- Child Care Provider Information
- Authorized Representative

Helping Someone Complete an Application

I am an authorized representative or legal guardian. How do I apply for the person I am representing?

You can use this site to create an account on behalf of the person you are representing. Paper applications are also available at each DCF Service Center location. You can find the closest one to you by using the Office Location link on the homepage. You may also call 1-888-369-4777 and request an application be mailed to you.

I am with a helping agency. Can I use this site to help clients apply for DCF services?

Helping agencies can use this site to help clients apply for DCF services. During the account set up process, answer *Yes* to the question “Are you a part of an organization that helps people complete applications for DCF benefits?” As an application submitter with a helping agency, you will not have access to view a client’s application status, benefit information, report changes on their behalf, or submit reviews on their behalf.